



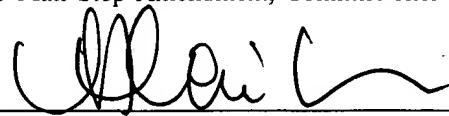
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PATENT

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

January 12, 2007

  
Ayesha J. Shaikh

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/824,849	Confirmation No. : 9964
Applicant : Simon Jacobs	
Filed : April 2, 2001	Attorney Docket No.: 500745.01
Art Unit : 3623	Customer No. : 27,076
Examiner : Romain Jeanty	
Title : METHODS AND SYSTEMS FOR SCHEDULING COMPLEX WORK ORDERS FOR A WORKFORCE OF MOBILE SERVICE TECHNICIANS	

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

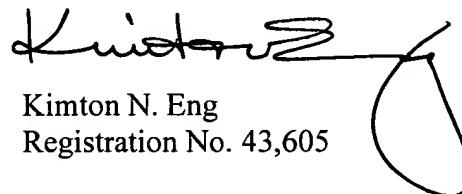
In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicant wishes to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicant's duty to disclose all information he is aware of which is believed relevant to the examination of the above-identified application, applicant believes that his invention is patentable.

I hereby certify that no item set forth on the attached form PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application, and, to our knowledge, after making reasonable inquiry, no item of information set forth on the attached form PTO-1449 was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this Supplemental Information Disclosure Statement.

Please acknowledge receipt of this Supplemental Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng  
Registration No. 43,605

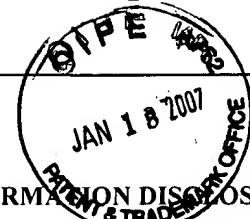
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Enclosures:

Postcard  
Form PTO-1449  
Cited References (11)

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FORM PTO-1449  
(REV.7-80)U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICE

## INFORMATION DISCLOSURE STATEMENT

(Use several sheets if necessary)

ATTY. DOCKET NO.  
500745.01APPLICATION NO.  
09/824,849APPLICANT(S)  
Simon JacobsFILING DATE  
April 2, 2001GROUP ART UNIT  
3623

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,590,269	12/31/96	Kruse et al.	395	209	
	AB	5,764,953	06/09/98	Collins et al.	395	500	
	AC	5,774,661	06/30/98	Chatterjee et al.	395	200.33	
	AD	6,484,036 B1	11/19/02	Sorkin et al.	455	508	
	AE	2001/0029499 A1	10/11/01	Tuatini et al.	706	47	
	AF						
	AG						

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES NO
	AH						

## OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)

	AI	Bisio, R. et al., "Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers", Torino, Italy, CPAIOR, 1999. Five pages.
*	AJ	Collins, J.E. et al., "Autotmated Assignment and Scheduling of Service Personnel", IEEE Expert, April 1994. pp. 33-39.
	AK	Guido, B. et al, "Work Force Management (WFM) Issues", Network Operations and Management Systems, IEEE 1998. pp. 473-482.
	AL	Jing, J. et al., "WHAM: Supporting Mobile Workforce and Applications in Workflow Environments", Research Issues in Data Engineering, RIDE 2000, February 2000. Eight pages.
	AM	Lesaint, D. et al., "Dynamic Workforce Management", The Institution of Electrical Engineers, IEE Colloquium on AI for Network Management Systems, 1997. pp. 1-5.
	AN	Lesaint, D. et al., "Dynamic Workforce Scheduling for British Telecommunications plc", Interfaces, Vol. 30, No. 1, January-February 2000. pp. 45-52.

EXAMINER	DATE CONSIDERED

\* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).